

## CHFS Focus Employee Spotlight: Diana Mullins is first Sheila G. Eckler award winner

*By Anya Armes Weber*

Diana Mullins, a Harlan County native who works in the Pineville Department for Community Based Services (DCBS) office, has been named the first recipient of the Cabinet's Sheila G. Eckler Award.



She received the award at a DCBS regional administrators' meeting earlier this month in Louisville.

The award is named for Sheila Eckler, a Pulaski County family support worker who died on Jan. 23, 1998, on her way to a meeting in Frankfort. She lost control of her vehicle and struck a tree about 17 miles from her Somerset home.

Chuck Eckler, Sheila's husband, was part of the award presentation.

Mullins, who has worked for the Cabinet for 27 years, supervises a staff of 13 in one of Bell County's two Division of Family Support offices. Her staff determines customer eligibility for services like food stamps, Medicaid and cash assistance to families.

Representing the Cumberland Valley Service Region, Mullins is one of 12 regional nominees who were honored at the Louisville meeting.

Mullins did not know Eckler, who worked just a few counties west of Mullins, but said she has learned that Sheila Eckler was "a really upbeat, innovative type of person. Those are big shoes to fill."

Cabinet Secretary James W. Holsinger, Jr., M.D., called Mullins a perfect choice for the initial award.

"Diana sets the standard for employees who offer the essential services that help Kentuckians in their day-to-day lives," he said. "She leads her staff to work together with families who need a helping hand toward self-sufficiency."

A co-worker wrote Mullins' nomination. "Her goal is for the work that she supervises to be accurate and in accordance with policy and procedure," it reads. "At the same time, she has an abounding compassion for the needy

and underprivileged. Her staff and others who work with her respect her not only as a supervisor, but as a caring person and a person of integrity."

DCBS Commissioner Mike Robinson said Mullins has assisted thousands of customers through her years of providing preventive family support services like nutrition assistance and health care coverage.

"Even as the leader of her office, Diana has a selfless attitude that inspires her staff to do more for their clients," he said.

Mullins said she likes the variety of tasks she takes on at her job.

"I consider myself a working supervisor," she said. "I'm still directly involved with clients through taking applications and referrals. If we are short-handed, I try to help out whenever I can."

"People have a great respect for you if you are right there with them, doing what they do," she said.

Mullins said one improvement in the Cabinet's quality of service delivery over the years is how staff members now serve customers comprehensively.

"Customers may come to us just for food stamps, but we ask them to complete a questionnaire that we can use as a screening tool," she said. "We may learn about a problem that they wouldn't even think to tell us about – like a child's developmental delay – and we can offer them a tool to help them or direct them to services through our community partnerships."

Mullins said former customers will approach her in public to say "thanks."

"They come up to you and tell you what a difference you made in their lives," she said. "They will tell you that if not for your encouragement, they would not have gotten their GED or returned to school to be able to provide for their families."

### Sheila G. Eckler Award regional nominees

**Vicky Larimore**  
Hart Co. - Barren River  
**Patricia Crider**  
Floyd Co. - Big Sandy  
**Marshay Boyd**  
Fayette Co. - Bluegrass Fayette  
**Susan Franklin**  
Anderson Co. - Bluegrass Rural  
**Janet Wells**  
Morgan Co. - Gateway/Buffalo Trace  
**Roxie Rhea**  
Webster Co. - Green River  
**Rene Hampton**  
Jefferson Co. - KIPDA Jefferson  
**Sandra Appleman**  
Henry Co. - KIPDA Rural  
**Eddie Bartley**  
McCreary Co. - Lake Cumberland  
**Louann Robinson**  
Boone Co. - Northern Kentucky  
**John Carrico**  
Graves Co. - Purchase

"It feels good to know that you talked to this person, gave them inspiration and they became a successful person," Mullins said. "It's absolutely one of the highlights of this job."

### CHFS Focus Program Spotlight: Foster parents honored

*By Anya Armes Weber*

Earlier this month, 16 couples and parents from across the state were honored with an Excellence in Service Award at a reception for Kentucky's foster parents.



Governor Ernie Fletcher has proclaimed May Foster Care Month in Kentucky, and at the reception, parents from each of the Cabinet's 16 Department for Community Based Services (DCBS) regions were commended for their dedication and commitment to children.

Cabinet Secretary James W. Holsinger, Jr., M.D., called foster parents "critical partners" in caring for children in out-of-home care.

"We are grateful to citizens like you who have opened their hearts and homes to children," he said. "We have much to celebrate, but understand that we must continue to focus our efforts to promote the well-being of children and families in Kentucky."

More than 80 percent of public state adoptions are foster parent adoptions, Holsinger said.

"Many of you began your journey as foster parents and ended up being a permanent home for a child," he said. "We appreciate your efforts and commitment in taking the next step to provide a lifetime home for these children." DCBS created the Excellence in Service Awards in 1999 to honor foster parents in each region. Honored parents are selected based on their initiative, advocacy, self-sufficiency, interest, flexibility and creativity.

Families interested in becoming foster parents must pass several background checks, complete 30 hours of training and undergo home visits to ensure their home and lifestyle are safe and suitable for children. Homes are concurrently approved for foster care and adoption, though many families choose one or the other.

There are about 2,300 approved DCBS foster/adoptive homes, including 530 that were approved in 2004. DCBS

regions have made diligent recruitment a priority to be able to provide homes for foster children close to their own communities for the least possible disruption.

More than 6,800 Kentucky children are in out-of-home care because of abandonment, abuse or neglect, substance abuse or many other reasons that make their homes unsafe. Foster homes provide a safe haven for these children until they can safely return home or become adopted.

### 2005 Excellence in Service Award winners

- Barren River, Barren Co.: Marla and Darrell Chapman
- Big Sandy, Pike Co.: Sandy and George Colley
- Bluegrass Fayette, Fayette Co.: Nancy Newby
- Bluegrass Rural, Franklin Co.: Kelly Helton and Jonathan Mays
- Cumberland Valley, Knox Co.: Sheila Butcher
- FIVCO Region, Boyd Co.: Leo and Michelle Ranjo
- Gateway/Buffalo Trace, Bath Co.: Elbert and Vickie Griffith
- Green River, McLean Co.: Keith and Dawna Price
- Kentucky River Region, Perry Co.: Wilmer and Verma Williams
- KIPDA Jefferson, Jefferson Co.: Kerry Rice and Cindy Cushman
- KIPDA Rural, Shelby Co.: Marty and Laura Griffin
- Lake Cumberland, McCreary Co.: Charolette and Dwayne Taylor
- Lincoln Trail, Hardin Co.: Terry Curtis "TC" Embry
- Northern Kentucky, Campbell Co.: Melissa and John Giltz
- Pennyrile, Christian Co.: Roger and Mary Robinson
- Purchase, Calloway Co.: Harvey and Karen Puckett

### Mike Burnside named Health and Family Services undersecretary

On May 24, the Cabinet for Health and Family Services announced the appointment of Mike Burnside as undersecretary of administrative and fiscal affairs (AFA). AFA, which acts as a "service bureau" for the Cabinet, includes the offices of contract oversight, fiscal services, human resources management and technology.



"I am extremely pleased to have someone with Mr. Burnside's experience and skills to head up administrative and fiscal affairs," said Secretary of the Cabinet for Health and Family Services James W. Holsinger, Jr., M.D. "I am certain that his leadership will be invaluable as we build

stronger support and management systems for the Cabinet."

Burnside has been with state government for nine years. Most recently he was executive director of the Office of Material and Procurement Services in the Finance and Administration Cabinet, a position he held for the last five years. He has also served as executive director of the Customer Resource Center for Finance and Administration and executive director of administrative services for the former Kentucky Revenue Cabinet.

Burnside served on active duty for 20 years and holds the rating of command pilot. He also was an Air Force budget officer at the Pentagon and U.S. Central Command Headquarters in Tampa, Fla.

Burnside is a 1974 graduate of the U.S. Air Force Academy and has a master's degree in management from Troy State University.

"I am very excited about joining CHFS," Burnside said. "I hope to use my background in both state and federal government to contribute to the organization and mission of the Cabinet."

### **Get Moving CHFS! Celebration of Success is June 9**

On June 9, CHFS will celebrate the success of Get Moving CHFS! Activities planned for that day include:



#### **11 a.m. - One-mile walk**

A one-mile walk with Secretary Holsinger and First Lady Glenna Fletcher will begin and end at the main CHR Building entrance located at the back of the building (the side facing the main parking lot).

#### **11:30 a.m. - Speakers**

Secretary Holsinger and the First Lady will offer their congratulations to Get Moving! participants on their accomplishments. Awards will be distributed by Secretary Holsinger and he will also announce the next wellness initiative: a promotion to encourage participants to improve their diets by consuming more vegetables and fruits, at least 5-a-Day. The nutrition subcommittee is sponsoring this component of the wellness initiative.

### **Get Moving CHFS! participant survey**

As the end is nears for the organized physical activity component of our worksite health and wellness initiative, it's important to measure the success of Get Moving CHFS!

Participants are asked to take part in a survey that will help evaluate Get Moving CHFS! by identifying strengths and weaknesses in the project and ways to improve future efforts.

The link below can be used to access the survey site. Once there, choose the "Respond to this Survey" button at the top left of the page. After completing the survey, choose the "Save and Close" button, also at the top left of the page, to record your responses.

The information you provide can assist in development of future programs and initiatives. Your thoughts and ideas are important to CHFS!

Take the survey by visiting the following Web site:

<http://oit.chfsnet.ky.gov/sites/Wellness/Survey/Lists/Get%20Moving%20CHFS%20Survey/overview.aspx>

### **DCBS staff recognized**

The Department for Community Based Services recently recognized 23 employees for outstanding achievements and accomplishments. Employees were honored at the May 18th DCBS Management Meeting in Louisville.

Staff members were nominated by the commissioner, division directors and service region administrators for their demonstrated excellence in the provision of their job duties. Each honoree received a certificate of appreciation signed by DCBS Commissioner Mike Robinson.

#### **The DCBS staff recognized were:**

- Division of Child Care: Linda Bratton
- Division of Child Support: Gail Wells, Jan Bean
- Division of Family Support: Gary Brown
- Division of Policy Development: Jason Dunn
- Division of Protection and Permanency: Jeff Wright
- Division of Service Regions East: Susan Howard
- Division of Service Regions West: Mary Gordon
- Barren River Service Region: Diane Amos
- Big Sandy Service Region: Johnny Caudill
- Bluegrass Fayette Service Region: Melissa Metcalf
- Bluegrass Rural Service Region: Virgie Clayton
- Cumberland Valley Service Region: Peggy Woods
- FIVCo Service Region: Connie Howerton



- Gateway/Buffalo Trace Service Region: Pamela Box
- Green River Service Region: Delores Davis
- Kentucky River Service Region: Gina Roberts
- KIPDA Rural Service Region: Sandra Dean
- KIPDA Jefferson Service Region: Leo Dontchos
- Lake Cumberland Service Region: Richard Gaskin
- Lincoln Trail Service Region: Duwanna Watkins
- Northern Kentucky Service Region: Sheila Keith
- Pennyrile Service Region: Rhonda Beasley
- Purchase Service Region: Lori Dowdy
- Commissioner's Office: Mark Cornett

### CCSHCN honors former patient

*By Sara Lyons  
New  
Commission for  
Children with  
Special Health  
Care Needs*

On May 11, 2005, the Commission for Children with Special Health Care Needs honored a former patient, Kristin



Knabel, for an award-winning essay. Writing on what “ability” means to her, Kristin won a trip to Athens, Greece to attend the Paralympic Games. She received a resolution in honor of her achievement from the commission’s board. Medical director, J. William Holmes, M.D., presented the resolution. Also attending the reception were Kristin’s mother, Lauri Knabel, and her grandparents, Ed and Betty Knabel. Kristin has spina bifida and was a patient at the commission office in Louisville from the time she was born until the age of 7.

Kristin’s goal is to participate as an athlete at the Paralympic Games in 2008 or 2012 although she hasn’t yet chosen her event. Kristin excels in several sports and especially enjoys tennis and swimming. She also skis on water and snow, plays tennis, rides her bike and performs with a local dance troupe. Kristin is completing the eighth grade at Barret Traditional Middle School where she is a cheerleader. Kristin will attend duPont Manual High School’s High School University magnet program in the fall and will try out for cheerleading this summer. Everyone at the commission wishes Kristin and her family all the best as she works towards her goals.

### CHFS Health Tip of the Week: Thinking of Heading North on Vacation? Take Precautions to Prevent Lyme Disease

*By Anne Parr, R.N.*

The pending arrival of warmer weather signals the inevitable return of Lyme disease in many areas. While Lyme disease is not a major health concern in Kentucky, it might be in some vacation spots especially in the northern states and is spread primarily through the bite of a deer tick.



Lyme disease is mostly found in the northeastern, mid-Atlantic, and upper north-central regions, and to several counties in northwestern California. In 2002, 23,763 cases of Lyme disease were reported to the Centers for Disease Control and Prevention (CDC). Most of these cases, 95 percent, were in Connecticut, Delaware, Rhode Island, Maine, Maryland, Massachusetts, Minnesota, New Jersey, New Hampshire, New York, Pennsylvania and Wisconsin.

Whenever possible, avoid places that are likely to be infested with ticks, particularly in spring and summer. Ticks favor a moist, shaded environment, especially areas with leaf litter and low-lying vegetation.

People who live or work, specifically in the geographical areas mentioned above, and are surrounded by tick-infested woods or overgrown brush are at greater risk of getting Lyme disease. Individuals who work or play in their yard; participate in activities such as hiking, camping, fishing and hunting; or are employed as landscapers, or in forestry, wildlife and parks management, may also be at significant risk in those locals.

The CDC says if you're likely to be in tick-infested areas, wear light-colored clothing so that ticks can be spotted more easily and removed before they attach themselves. Wearing long-sleeved shirts and tucking pants into socks or boot tops may help keep ticks from reaching your skin. Ticks are usually located close to the ground, so wearing high rubber boots may provide additional protection.

### FY Travel close-out June 30

Travel vouchers for this fiscal year must be processed by the close of business on June 30.

Employees are asked to end their travel vouchers on June 15 and



submit for payment. Vouchers should be received in the Travel Reimbursement Branch by the close of business on June 20. Any outstanding travel, other than your current cycle, should be sent in immediately for processing.

Offices that submit vouchers at the end of the month may request reimbursement on a separate voucher after June 30, if you incur any significant travel (\$25 or more) between June 16 and 30. If there is no travel between those dates, the next date for a travel voucher will be for the dates of June 16 through July 31. Employees submitting vouchers in the middle of the month will remain on their normal schedule.

Out-of-state expenses should always be sent in on a separate voucher after a trip is completed.

If you have any questions, please feel free to contact Louella Williamson at (502) 564-2246.

#### New ATM offers added convenience and service

Cabinet employees at the CHR Complex in Frankfort now have a second source of fast cash and other banking services.



A new automated teller machine was recently installed just outside the snack bar on the first floor of the CHR Building. The Kentucky Employees Credit Union provided the machine, but users with ATM card access through any bank may use the machine without incurring a fee.

The KECU ATM joins the Farmers Bank ATM that has long resided in the CHR Building lobby and which also offers rapid service and no-fee access to all eligible users, regardless of where they bank.

Jeff Roberts, chief operations officer for KECU, said he hopes the ATM provides additional convenience to KECU members and all employees at the CHR Complex.

"KECU was a CHR Building resident for many years and we've been looking for ways to keep a relationship with the employees," Roberts said. "The CHR Building ATM is one way we're able to do that."

#### Second Annual Diabetes Awareness



#### Carnival set for June 11

*At right: 2003 Diabetes Carnival at Frankfort Civic Center*

All state employees are invited to the Second Annual Diabetes Awareness Carnival from 11 a.m.-2 p.m on Sat., June 11 at the Franklin County Public Health Center located at 851 E-W Connector. Information booths include blood pressure checks, body fat analysis and body mass index.

Guest speakers will present the most up-to-date diabetes information. A free lunch will be provided to all participants and activities for children will include face painting, a rock climbing wall and carnival games with prizes.

The Franklin County Diabetes Coalition, Frankfort Regional Medical Center and the Franklin County Health Department are sponsoring the event.

The whole family can enjoy a day of fun and information. For more information, contact Debbie Bell at (502) 564-5559.



#### Employee Suggestion System online

Employees now have the ability to electronically submit suggestions to the Kentucky Employee Suggestion System.

By using the new on-line system, employees can track their suggestion from submission to completion.

The Kentucky Employee Suggestion System is an incentive program designed to encourage classified employees to participate in good management by sharing their ideas on improving the productivity and the services offered by our state.

Awards may range from a minimum of \$100 to 10 percent of the first year's documented or estimated savings, up to a maximum of \$2,500. \$100 may be given for ideas that are adopted and have intangible savings. Cash awards are given when a suggestion has been implemented, approved by the ESS Council and results in cost reductions or cost avoidance, or for ideas that would improve the operations of a process or program, improve public relations, safety or effectiveness of operations.

The online suggestion system is available through the following Web site address:

<http://personnel.ky.gov/stemp/kess/default.htm>

### **Blood drive to be held May 31 and June 1**

The Central Kentucky Blood Center (CKBC) will hold a blood drive May 31 and June 1 at the CHR Building.

The CKBC is a nonprofit community blood center serving the blood needs of 67 hospitals and clinics in 61 Kentucky counties.



Employees should review the CHFS Blood Donation Leave procedure at  
[http://cfcnet.ky.gov/Agencies/ohrm/Personnel\\_Manual/Blood\\_Donation\\_Leave.html](http://cfcnet.ky.gov/Agencies/ohrm/Personnel_Manual/Blood_Donation_Leave.html).

### **Employee Enrichment**

*By Anya Armes Weber*



Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better focus on team building, customer service and personal development.

Complaining is second nature to some people, but if you want someone to listen to your issues, you're better off not griping about every little thing.

When something isn't going your way, try these ideas to complain more effectively.

- Be specific. People are more likely to respond favorably when you express a concern that can be addressed with certain actions rather than a vague complaint.
- Gripe about the behavior, not the person. People won't be so willing to help you when they feel attacked.
- Choose your moment. Try not to bring up a complaint to someone who is already in a bad frame of mind. Wait until you have their full, sympathetic attention.